



# Quality Assurance Charter

## As Fresh As It Gets

### Milk Quality Assurance From Dairy Land

Dairy Land prides itself in its commitment to quality and the high level of service that is offered to its customers

#### Quality Standards

- Dairy Land leads the Industry in quality standards with a Grade A, Level 5 BRC accredited system.
- A very detailed HACCP system is in place and is routinely monitored by Dept of Agriculture inspectors.
- The quality systems and standards are also frequently audited by the major retailers.

#### Farm Quality Assurance

- All the raw milk comes from approved supplier herds which are subject to regular quality audits.
- Using approved raw milk ensures full traceability on the milk and access to high quality fresh milk all year round.
- A close relationship with farmers ensures that the traceability extends to the animal feedstuffs and this is very important to prevent issues with residual pesticides or chemicals such as dioxins.
- Dairy Land also has a policy of not purchasing milk from third parties or milk auctions.

#### Raw Milk Quality Assurance

- Dedicated milk intake laboratory tests measure the raw milk quality on the farms and when the milk arrives on the site daily for processing.
- High levels of lactose in our specification results in milk that is fresh, creamy and frothy, everytime.
- State of the art laboratory testing equipment further enhances the testing capabilities and ensures that only the highest quality milk is packed for our customers.

#### Milk Processing Quality Assurance

- The dedicated milk processing laboratory monitors the daily processing, packing and despatch of the fresh milk to our customers.
- Part of the testing schedules also covers the extensive cleaning and hygiene systems that are in place in the plant.
- This final testing laboratory ensures that all our customers will be enjoying the 'best' fresh high quality dairy products available.